

## Listing of Claims

1. (Currently Amended) A method for managing the exit process of an emergency medical dispatch system, for dispatching medical assistance to persons needing such medical assistance, comprising the steps of:

(a) receiving a medical call from a caller on a telephone communication device regarding a patient needing medical assistance, said patient having a chief complaint;

(b) receiving from said caller a description of a problem giving rise to a call for medical assistance;

(c) a pre-scripted interrogation automatically assigning one of a plurality of pre-established determinant levels based on the description of said problem, ~~said description of said problem used in said determination of said determinant level,~~ wherein said pre-scripted interrogation comprises determining if the caller is the patient, and wherein said pre-scripted interrogation automatically assigns said determinant level by

providing a dispatcher with a plurality of preprogrammed inquiries ordered to guide said pre-scripted interrogation to systematically obtain said description of said problem and to traverse a path along a logical tree based on responses to said preprogrammed inquiries, wherein said path along said logical tree ends at an appropriate pre-established determinant level, wherein said preprogrammed inquiries are provided to said dispatcher on a medium readable by the dispatcher, and wherein,

instructing said dispatcher to interrogate said caller using said plurality of preprogrammed inquiries,

receiving from said dispatcher caller responses to said preprogrammed inquiries, and

using said caller responses to traverse said logical tree and thereby assign said appropriate pre-established determinant level,

further comprising:

—— (i) —— determining if the caller is the patient;

—— (ii) —— determining if said received call concerns trauma or an illness;

—— (iii) —— determining if said chief complaint concerns at least one of hemorrhaging, amputation, hazardous materials, a violent patient, an assailant, an animal, a present danger, and a burned patient, and

wherein said determinations are made using a systematic pre-scripted interrogation of callers, said systematic pre-scripted interrogation including a medium readable by a dispatcher and including a logical process having a plurality of preprogrammed inquiries and wherein said determinant level is determined based on responses to the preprogrammed inquiries, thereby eliminating variability due to the different skills of the individual dispatchers;

(d) dispatching a medical response based on said determinant level;

and

(e) providing post dispatch instructions to a caller, prior to the arrival of the responders to prepare the patient for the responders and to expedite the field

responders' work, based on said determinant level, thereby eliminating variability due to the different skills of the individual dispatchers.

2. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hemorrhaging patient.

3. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering amputation.

4. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hazardous material situation.

5. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post

dispatch instructions further comprises providing instructions based on a violent patient situation.

6. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on the presence of an assailant or dangerous animal.

7. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering from burns.

8. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a present danger situation.

9. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said medium includes a flip card apparatus.

10. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said medium includes software operated on a computer system to provide readable instructions on a display unit.

11. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein each of said determinant levels includes a plurality of sublevels.

12. (New) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein the pre-scripted interrogation further comprises:

- (i) determining if said received call concerns trauma or an illness;
- (ii) determining if said chief complaint concerns at least one of hemorrhaging, amputation, hazardous materials, a violent patient, an assailant, an animal, a present danger, and a burned patient, and